



Hyde Street Community Services

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38BR3. The number of clients receiving face-to-face services during the survey period was 186 and surveys were returned for 127 of those served (68.3%). Number of survey client IDs matched to service data: 101 (54.3%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for Hyde Street Community Services was **4.41** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 92.1%

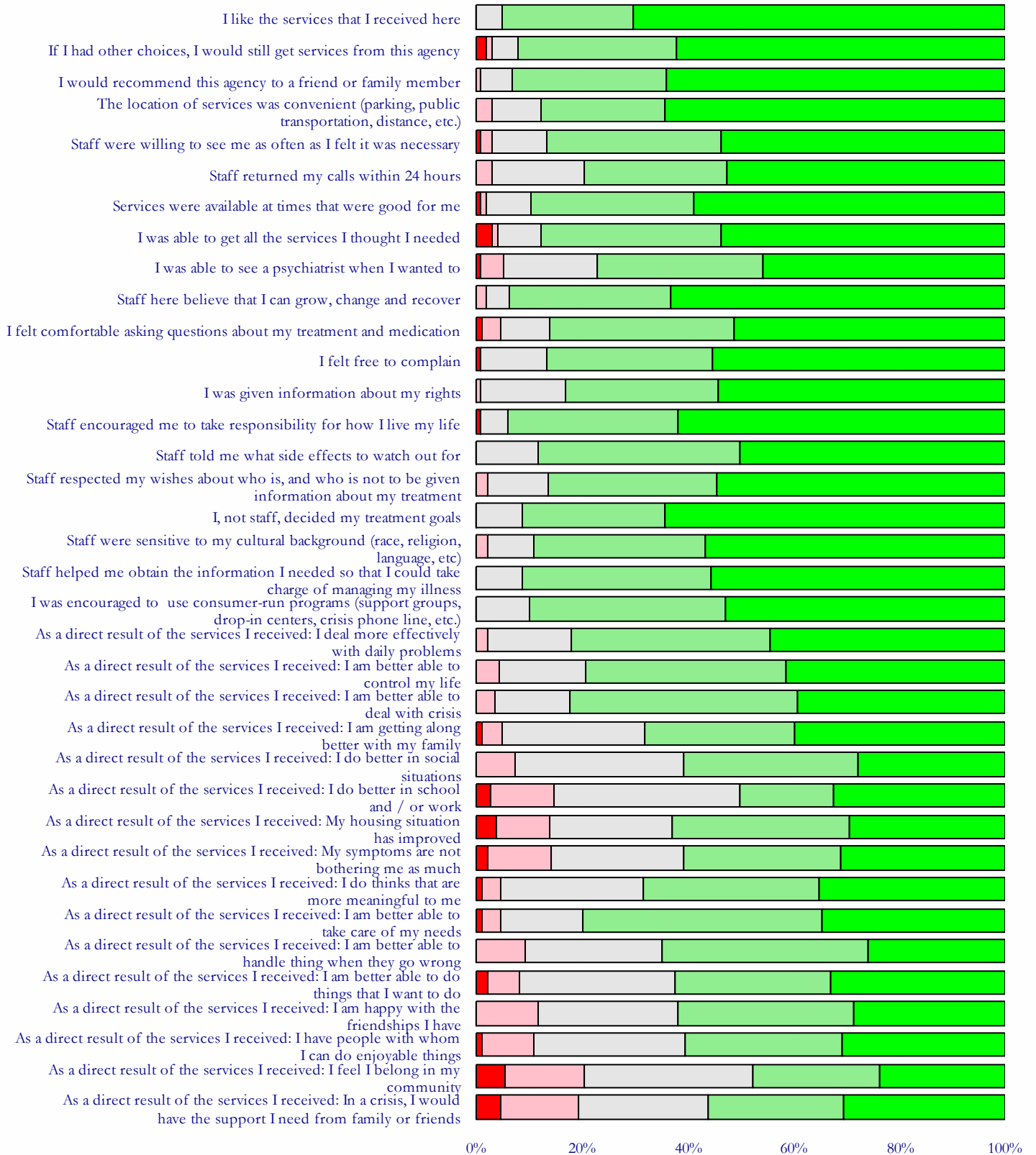
Satisfaction	Program / Other Satisfaction		Total
	Hyde Street Community Services	Other	
Not Satisfied	8 7.9 %	231 10.6 %	239 10.6 %
Satisfied	93 92.1 %	1940 89.4 %	2033 89.5 %
Total	101 100.0 %	2171 100.0 %	2272 100.0 %

$\chi^2=0.497 \cdot df=1 \cdot \Phi=0.018 \cdot p=0.481$

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	26 20.3 %	0 0 %	26 20.3 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	1 0.8 %	0 0 %	1 0.8 %
Missing w/o Reason	1 0.8 %	0 0 %	1 0.8 %
Completed Survey	100 78.1 %	0 0 %	100 78.1 %
Total	128 100.0 %	0 100.0 %	128 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	0 0 %	0 0 %	5 4 %	25 20 %	71 55 %	27 21 %
If I had other choices, I would still get services from this agency	2 2 %	1 1 %	5 4 %	30 23 %	62 48 %	28 22 %
I would recommend this agency to a friend or family member	0 0 %	1 1 %	6 5 %	29 23 %	64 50 %	28 22 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	3 2 %	9 7 %	23 18 %	63 49 %	30 23 %
Staff were willing to see me as often as I felt it was necessary	1 1 %	2 2 %	10 8 %	32 25 %	52 41 %	31 24 %
Staff returned my calls within 24 hours	0 0 %	3 2 %	16 12 %	25 20 %	49 38 %	35 27 %
Services were available at times that were good for me	1 1 %	1 1 %	8 6 %	29 23 %	56 44 %	33 26 %
I was able to get all the services I thought I needed	3 2 %	1 1 %	8 6 %	33 26 %	52 41 %	31 24 %
I was able to see a psychiatrist when I wanted to	1 1 %	4 3 %	17 13 %	30 23 %	44 34 %	32 25 %
Staff here believe that I can grow, change and recover	0 0 %	2 2 %	4 3 %	29 23 %	60 47 %	33 26 %
I felt comfortable asking questions about my treatment and medication	1 1 %	3 2 %	8 6 %	30 23 %	44 34 %	42 33 %
I felt free to complain	1 1 %	0 0 %	12 9 %	30 23 %	53 41 %	32 25 %
I was given information about my rights	0 0 %	1 1 %	15 12 %	27 21 %	51 40 %	34 27 %
Staff encouraged me to take responsibility for how I live my life	1 1 %	0 0 %	5 4 %	31 24 %	60 47 %	31 24 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	11 9 %	36 28 %	47 37 %	34 27 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	2 2 %	10 8 %	28 22 %	48 38 %	40 31 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	8 6 %	25 20 %	59 46 %	36 28 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	2 2 %	8 6 %	29 23 %	51 40 %	38 30 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	0 0 %	8 6 %	32 25 %	50 39 %	38 30 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	9 7 %	33 26 %	47 37 %	39 30 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	2 2 %	14 11 %	33 26 %	39 30 %	40 31 %
As a direct result of the services I received: I am better able to control my life	0 0 %	4 3 %	14 11 %	33 26 %	36 28 %	41 32 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	3 2 %	12 9 %	36 28 %	33 26 %	44 34 %
As a direct result of the services I received: I am getting along better with my family	1 1 %	3 2 %	21 16 %	22 17 %	31 24 %	50 39 %
As a direct result of the services I received: I do better in social situations	0 0 %	6 5 %	25 20 %	26 20 %	22 17 %	49 38 %

MHSIP Items 26-36

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
As a direct result of the services I received: I do better in school and / or work	2 2 %	8 6 %	24 19 %	12 9 %	22 17 %	60 47 %
As a direct result of the services I received: My housing situation has improved	3 2 %	8 6 %	18 14 %	26 20 %	23 18 %	50 39 %
As a direct result of the services I received: My symptoms are not bothering me as much	2 2 %	10 8 %	21 16 %	25 20 %	26 20 %	44 34 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	3 2 %	23 18 %	28 22 %	30 23 %	43 34 %
As a direct result of the services I received: I am better able to take care of my needs	1 1 %	3 2 %	13 10 %	38 30 %	29 23 %	44 34 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	8 6 %	22 17 %	33 26 %	22 17 %	43 34 %
As a direct result of the services I received: I am better able to do things that I want to do	2 2 %	5 4 %	25 20 %	25 20 %	28 22 %	43 34 %
As a direct result of the services I received: I am happy with the friendships I have	0 0 %	10 8 %	22 17 %	28 22 %	24 19 %	44 34 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1 %	8 6 %	23 18 %	24 19 %	25 20 %	47 37 %
As a direct result of the services I received: I feel I belong in my community	5 4 %	13 10 %	28 22 %	21 16 %	21 16 %	40 31 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 3 %	12 9 %	20 16 %	21 16 %	25 20 %	46 36 %

